APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/944,836	08/31/2001	Daniel Keele Burgin	1160215/0531072	3316

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EXAMINER
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ART UNIT	PAPER NUMBER
2179	

NOTIFICATION DATE	DELIVERY MODE
08/08/2008	ELECTRONIC

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

patents@fbtlaw.com

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>28 April 2008</u>.

2a)☒ This action is **FINAL**.　　　　2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>1-7,9-20,22-25,27,28,30 and 32-39</u> is/are pending in the application.

　　4a) Of the above claim(s) <u>30, 32-39</u> is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>1-7, 9-20, 22-25 and 27-28</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

　　Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

　　Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

　　a)☐ All　b)☐ Some * c)☐ None of:

　　　1.☐ Certified copies of the priority documents have been received.

　　　2.☐ Certified copies of the priority documents have been received in Application No. _____.

　　　3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

　　* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☐ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☒ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.

5)☐ Notice of Informal Patent Application

6)☐ Other: _____.

DETAILED ACTION

Applicant's request for reconsideration filed 04/28/08 has been entered

and carefully considered. However, arguments regarding rejections

under 35.U.S.C 102 to claims (1-7, 9-20, 22-25 and 27-28) have not

been found to be persuasive. Therefore, these claims are rejected under

the same ground of rejection as set forth in the Office Action mailed

01/17/08.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35

U.S.C. 102 that form the basis for the rejections under this section made

in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section
122(b), by another filed in the United States before the invention by the applicant for patent
or (2) a patent granted on an application for patent by another filed in the United States
before the invention by the applicant for patent, except that an international application filed
under the treaty defined in section 351(a) shall have the effects for purposes of this
subsection of an application filed in the United States only if the international application
designated the United States and was published under Article 21(2) of such treaty in the
English language.

Claims 1-7, 9-20, 22-25 and 27-28 are rejected under 35

U.S.C. 102(e) as being anticipated by Szabo [US. 2007/0156677].

As to claims 1, 20, 25, Szabo discloses a computer

implemented method and corresponding apparatus for operating a

browser associated with an end-user comprising the steps/means for

receiving a request for end-user support, wherein the request is received

at a support location that is remote relative to the end-user (page 15,

0078), determining a present navigation location for the end-user (page

15, 0082)., retrieving content from a content provider that corresponds to

the determined present navigation location, wherein the content is

retrieved from a content location that is remote relative to the end-user

(page 21, 0151-0154);

wherein the retrieved content includes an embedded navigation link

associated with a first domain, wherein the first domain is remote relative

to the end-user,

wherein the first domain is associated with the content location (0029);

providing a modified content to the end user, wherein the modified

content includes a portion of the retrieved content and includes the

encoding of the embedded navigation link that replaced the embedded

navigation link (0151), wherein the encoded embedded navigation link

continues to be actually associated with the first domain despite the

appearance that the encoded embedded navigation link is associated

with the second domain (0198-0200)

providing the end-user support to the end-user, wherein the end-user

support is provided from the support location via the second domain

(0028-0029);

wherein at least a representation of the modified content and the end-

user support are simultaneously viewable by the end-user (0036);

a data collection module in communication with the end-user support

knowledge database, the automated support server, and the secondary

support system, wherein the data collection module records a set of data related to an actual end- user support session between the end-user and one or both of the automated support server and the secondary support system, wherein the data collection module is configured to provide updated information to the knowledge database, wherein the updated information relates to the actual end-user support session (0198-0199). encoding the present navigation location, encoding the embedded navigation link so that it appears to be associated with a second domain, wherein the second domain is remote relative to the end –user (0255-0256), wherein the second domain is associated with the support location and replacing the embedded navigation link included in the retrieved content with the encoding of the embedded navigation link (0230).

As to claim 2, Szabo teaches identifying the embedded navigation link (0230).

As to claim 3, Szabo teaches the retrieved content being provided in a first frame of a browser window and the end-user support is provided in a second frame of the browser window, and wherein the first frame and the second frame are simultaneously displayable within the browser window (0416)).

As to claim 4, Szabo teaches receiving at the first frame a notice of a navigation event that occurred at the second frame (0416).

As to claim 5, Szabo teaches receiving an indication that the

embedded navigation link has been selected by the end-user (0202).

As to claim 6, Szabo teaches decoding the embedded navigation link, passing the decoded embedded navigation link to the content provider, receiving content corresponding to the decoded embedded navigation link and providing the received content to the end user (0208-0211).

As to claim 7, Szabo provides providing automated end-user support (0024).

As to claim 9, Szabo teaches masking one of the first transport protocol and the second transport protocol so that content associated with the embedded navigation link and the end-user support appears to be subject to the same transport protocol (0028).

As to claim 10, Szabo teaches providing the second navigation link to the end-user without encoding (0024).

As to claim 11, Szabo teaches passing the second navigation link directly to an associated content provider responsive to selection of the second navigation link by the end-user (0246-0247).

As to claim 12, Szabo teaches forwarding the second navigation link to an associated content provider responsive to selection of the second navigation link by the end-user (0024-0028).

As to claims 13, 19, Szabo teaches a first content portion, wherein the first content portion originates from a first domain that is remote relative to a user (0024); a second content portion, wherein the second content portion originates from a second domain that is remote relative to the

user (0024-0025); an automated support system (0028); and an annotation server in communication with the automated support system (0127); wherein the annotation server is configured to encode either the first content portion or the second content portion to create an appearance to the user that both content portions originated from a common domain that is remote relative to the user without actually changing the origin of the first content portion or the second content portion (0028-0029).

As to claim 14, Szabo teaches the common domain being a third domain (0024-0028).

As to claims 15 and 16, Szabo teaches the automated support system comprising a profiler application and a roles module, and a skills module in communication with the roles module (0046).

As to claim 17, Szabo shows the automated support system comprising a resource data module (0046-0047).

As to claim 18, Szabo shows a dialogue module and a social skill module (0024).

As to claims 22 and 27, Szabo teaches receiving a request for end-user support and determining a present navigation location associated with the browser, teaches passing a fetch request to the content provider for data related to the present navigation location (0168).

As to claims 23 and 28, Szabo teaches providing for display in

the browser window an interactive content', wherein the interactive

content originates from a second domain (0168-0169).

As to claim 24, Szabo teaches encoding the first of the plurality of links

so that it appears to have originated from the second domain (0170).

<div align="center">

Response to Arguments

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Applicant has argued that paragraphs 230 and 255-256 of Szabo do not

teach or suggest encoding an embedded navigation link in content

retrieved from a content provider so that the embedded navigation link

appears to be associated with a second domain which is associated with

a support location, and then replacing the embedded navigation link in

the retrieved content with the encoding of the embedded navigation link.

However, the applicant is advised to read and consider a whole

reference not just the specific paragraphs pointed out.

As disclosed at these paragraphs 230, 255 and 256, Szabo teaches

encoding an embedded navigation link by execute a search engine ("For

example, a search query is dispatched to a plurality of search engines,

each of which may operate on identical, overlapping or distinct data

domains, (0256))"; Szabo teaches "navigation link in content retrieved

from a content provider so that the embedded navigation link appears to

be associated with a second domain which is associated with a support

location" being disclosed as "the search engines operate on the query to

generate a set of results...which typically list results separately for each

underlying database searched, the search engine according to this

aspect of the invention would synthesize found results…". The step of

"replacing the embedded navigation link in the retrieved content" is

similar to "a set of the results".

Applicant also argued that Szabo does not teach or suggest "changing

the apparent domain of origin for any content retrieved for a user" neither

"an annotation server in communication with the automated support

system". However, Szabo teaches changing the apparent domain of

origin for any content retrieved for a user" at 0028 cited "searching and

retrieval system for a large domain of archived data of various types, in

which the results of a search are organized into discrete types of

documents and groups of document types sot that user may easily

identify relevant information.". The content retrieved for a user is similar

to "the set of results" from the searching and retrieval system.

The search engine (the automated support) is communicated with its

server (annotation server) in order to get query and receive results from

the server.

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the

extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to

expire THREE MONTHS from the mailing date of this action. In the

event a first reply is filed within TWO MONTHS of the mailing date of this

final action and the advisory action is not mailed until after the end of the

THREE-MONTH shortened statutory period, then the shortened statutory

period will expire on the date the advisory action is mailed, and any

extension fee pursuant to 37 CFR 1.136(a) will be calculated from the

mailing date of the advisory action. In no event, however, will the

statutory period for reply expire later than SIX MONTHS from the mailing

date of this final action.

     Any inquiry concerning this communication or earlier

communications from the examiner should be directed to Mylinh Tran.

The examiner can normally be reached on Mon - Thu from 7:00AM to

3:00PM at 571-272-4141.

     The fax phone numbers for the organization where this application

or proceeding is assigned are as follows:

     571-273-8300

     Information regarding the status of an application may be obtained

from the Patent Application Information Retrieval (PAIR) system. Status

information for published applications may be obtained from either

Private PAIR or Public PAIR. Status information for unpublished

applications is available through Private PAIR only. For more

information about the PAIR system, see http://pair-direct.uspto.gov.

Should you have questions on access to the Private PAIR system,

contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Mylinh Tran

Art Unit 2179

/Weilun Lo/

Supervisory Patent Examiner, Art Unit 2179